

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Price Machine/Repair

Utah Manufacturing Extension Partnership

Price Machine Welcomes Future with ISO 9001: 2000 Registration

Client Profile:

Price Machine & Repair, Inc., (PM&R) a family owned and operated business, was established as a corporation in 2001. The company is located in Helper, Utah, and employs 9 people. PM&R specializes in mining and industrial components such as hydraulic and pneumatic cylinders, pumps, gearboxes, wheel units, gathering heads, differentials, drill boxes, drill guide clamps and large or small driveline. They also offer as part of their services a state-of-the-art machining center. CNC machining capabilities give PM&R an edge in specialty machining and manufacturing. Their CNC mill and lathe teamed with qualified computer technicians and machinists can fulfill large, mass production orders or intricate parts fabrication with the greatest precision. Welding and fabrication is another specialty at PM&R. Having MIG, TIG, Stick, Aluminum, and Plasma cutting technologies, they can build new or repair old components and parts with professional results.

Situation:

PM&R is located in an outlying economically depressed area of Eastern Utah. The mining industry was experiencing a large downturn in business, and PM&R felt the effects by loss of available contracts with their main clients. For this reason, PM&R wanted to expand their client base by doing something that would qualify them to be able to bid for contracts outside their current niche. They decided to get ISO registered to qualify for placing bids with government entities such as defense contractors and other large corporations in the aerospace, medical, and automotive industries outside their immediate geographic location. Another hurdle to their progress was a tight budget for consultant help in the ISO training, implementation, and registration process because of the lack of business in the recent past. PM&R asked the Utah Manufacturing Extension Partnership (MEP), a NIST MEP network affiliate, for assistance.

Solution:

MEP's ISO Project Engineer, Mike Talbot, met with PM&R to discuss their needs and expectations in order to implement a Quality Assurance system that would meet their basic requirements of becoming ISO certified and registered. Their economically depressed financial situation was also discussed as a roadblock to this very important step they wanted to take in order to ensure their survival and growth. Mike informed PM&R about the State's Custom Fit Training Program that helps pay for ISO training to make the project within their financial reach. Contact information was given for this program in Carbon County, and assistance to register for this funding was given by the MEP. Thus, the training portion of the project was subsidized by Custom Fit Training State funds through Southeast Applied Technology College using MEP as the service provider. Implementation and training for an ISO 9001:2000 Quality Management System was undertaken at PM&R in April of 2003 and continued into mid-February of 2004. In addition to securing funding and providing quality training, as part of the Quality Certification process, the MEP also helped PM&R create quality manuals and quality procedures for the company to follow in the future.

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The Custom Fit subsidy that the MEP helped PM&R obtain saved them over 50 percent or \$6000 of the costs involved with this Quality Assurance project, thus making it affordable in their current economic situation. On February 27, 2004, Orion Registrars completed the initial registration audit with support and assistance from the MEP. PM&R achieved ISO certification and has a Quality Management system in place that is in total compliance with the latest ISO 9001:2000 Standard. As a result, PM&R now qualifies for bidding with the outside entities they are targeting for new business opportunities, such as government contracts and large corporations. These future opportunities will help propel PM&R to a new level and help them move beyond the economic downturns in the mining industry.

Results:

- * Achieved certification and compliance with ISO 9001:2000 standard.
- * Achieved a more competitive and profitable position.
- * Created a greater opportunity for growth.

Testimonial:

"Mike Talbot and the MEP have not only been instrumental in getting us ISO 9001:2000 certified, but they have been a pleasure to work with as well. Price Machine & Repair Inc. has been doing business primarily with the coal mining and construction industries. Since our recent certification we can now approach government entities and larger corporations for business. Not only did Mike Talbot take us step by step through the entire certification, but he also has become a valued friend to us all here at PM&R. I certainly plan to do business with Mike and the MEP in the future, and I would highly recommend Mike Talbot to any company for their ISO 9001:2000 certifications."

William A. Price, Accounts Manager/ISO Coordinator